

MASSACHUSETTS HUMAN RESOURCES DIVISION
OPEN COMPETITIVE EXAMINATION **ANNOUNCEMENT NUMBER: 4665**
ENTRY-LEVEL CORRECTIONAL PROGRAM OFFICER A/B
DEPARTMENT OF CORRECTION

Last Date to Apply: November 2, 2009

Examination Date: November 21, 2009

Apply on-line with Visa or MasterCard at <https://www.csexam.hrd.state.ma.us/hrd/>

\$100.00 Examination processing fee required.

No cash or personal checks.

Women, minorities, veterans, and people with disabilities are encouraged to apply.

This examination is being held to establish an eligible list from which to fill vacancies in this classification in the Massachusetts Department of Correction.

DUTIES: Under direct supervision of Correctional Program Officers or other employees of higher grade: provide non-therapeutic counseling, rehabilitation or custodial care to inmates; perform classification duties; obtain inmate criminal histories; interview inmates; collect and analyze inmate assessment information; and counsel inmates on program and placement options available in accordance with established placement criteria and individual needs. Correctional Program Officers perform Re-entry duties: obtain information and file all required information on inmate work history, programming, treatment, education, community resources and successful release; transport all released inmates to regional re-entry sites; perform evaluations; and identify individuals who are required to register as sex offenders and initiate registration process. As liaison to Parole Board: attend parole hearings; and provide inmate criminal history and evaluative information to the Board. Based on assignment: maintain custodial care and control of inmates; patrol correctional facilities; supervise community work crews; observe inmate conduct and behavior; investigate suspicious inmate activity; and perform related duties as required. For more detailed information about Correctional Program Officer duties, please refer to the classification specification at: http://www.mass.gov/Eoaf/docs/hrd/classification/jobspecs/correctional_program_officer.doc

WORKING CONDITIONS: Correctional Program Officers may work in a correctional facility, alone in an isolated area; may work varied shifts, weekends, holidays, or nights and are subject to a standby (on call) work status; may be subjected to verbal and physical abuse from others; may be required to interact with people who are under physical and/or emotional stress; may stand and walk for prolonged periods of time; may travel for job-related purposes; and may be required to furnish private transportation for reimbursable job-related travel.

SALARY: Inquiry concerning salary should be directed to the appointing authority at the time of the employment interview.

ENTRANCE REQUIREMENTS: Applicants must have at least (A) two years of full-time or equivalent part-time professional experience in counseling, guidance, criminal justice or social work that included counseling and/or rehabilitation of criminal offenders, inmates or prisoners or (B) any equivalent combination of the required experience and the substitutions below.

- I. A Bachelor's or higher degree in sociology, psychology, counseling, criminal justice, law enforcement, law, criminology or social work may be substituted for the required experience on the basis of two years of education for one year of experience. A Bachelor's degree in a field other than social work, psychology, counseling, criminal justice, law enforcement, law, or criminology may be substituted for one year of the required experience on the basis of two years of education for six months of experience. One year of education equals 30 semester hours. Education toward a degree will be prorated on the basis of the proportion of the requirements actually completed.
- II. A Master's or higher degree in a field other than social work, psychology, counseling, criminal justice, law enforcement, law, or criminology may be substituted for one year of the required experience. Education toward a degree will be prorated on the basis of the proportion of the requirements actually completed.

OTHER REQUIREMENTS AFTER PASSING THE WRITTEN EXAMINATION AND PRIOR TO AN APPOINTMENT:

- Medical – As a condition of employment, an applicant for Correctional Program Officer A/B will be required to pass a psychological and medical examination that includes drug screening.
- Training – Candidates must be able to complete satisfactorily the Department of Correction's training program for Correctional Program Officers during their six-month probationary period.
- Physical Abilities Test - Applicants will be required to pass a physical abilities test as part of the selection process. Information about this test will be distributed later.
- Based on assignment, possession of a current and valid Massachusetts Motor Vehicle Operator's License may be required.
- Fire Arms Permit and Special State Police Commission Certification as a Correction Program Officer requires that the applicant be able to satisfy and maintain the eligibility requirements for obtaining a license to carry a firearm pursuant to M.G.L. Chapter 140.

EXAMINATION CONTENT: The written examination will be designed to test, where practicable, the following competencies which have been established as qualifications for the position: knowledge of correctional administration; knowledge of correctional counseling; knowledge of criminal justice and law enforcement; knowledge of criminology; ability to order information; ability to reason mathematically; ability to read and understand information; ability to evaluate information against a set of standards; ability to identify the nature of problems. Please see classification specification for more information at: http://www.mass.gov/Eoaf/docs/hrd/classification/jobspecs/correctional_program_officer.doc.

CREDIT FOR EMPLOYMENT/EXPERIENCE AS A CORRECTIONAL PROGRAM OFFICER A/B: Pursuant to the provisions of Section 22 of Chapter 31, individuals may apply for credit for employment or experience in the position title of Correctional Program Officer A/B. Information on how to apply for this credit will be mailed with your notice to appear for the examination. On the day of the examination, you will be asked to provide the details of any such employment or experience you have as a Correctional Program Officer A/B as the result of service on a state-run correction officer force, including location, dates of service, and number of hours worked per week, and to submit documentation supporting these claims.

Once you receive your examination mark, you will have seventeen calendar days from the mailing of your mark to appeal, in writing, your Employment and Experience score.

EXAMINATION FORMS for this examination will be available after November 6, 2009 from the Human Resources Division website. Click on the Exam Forms link. If you cannot download or print these documents, please contact the Civil Service Unit via e-mail at: CivilService@hrd.state.ma.us or at the Examination Hotline phone number: 617-878-9895. Please include your name, address, and daytime phone number in the message. Copies will be mailed to you.

IMPORTANT NOTIFICATION INFORMATION FOR APPLICANTS: The Notice to Appear to your assigned examination site will be mailed to applicants for this examination. You will be able to get a copy of your notice after November 6, 2009, by logging on to the Human Resources Division [Standings and On-line Applicant Record Information](#) system; you will need to [register as a first-time user](#) if you have not already created an account in this system. This is a separate system from the on-line application filing system. Please follow the instructions provided at www.mass.gov/hrd on-line services [Get a Copy of Your Notice to Appear for an Exam](#).

PRIVATE SCHOOL OR SERVICE: The Human Resources Division does not recommend or endorse any private school or service offering preparation for examinations and is not responsible for their advertising claims.

IDENTIFICATION AT THE EXAMINATION SITE: At the examination site, applicants must present current and valid photo identification with signature (e.g., motor vehicle operator's license, passport, ID from an institution of higher education).

HOW TO APPLY

You may apply for this exam, using a credit card, on-line at the Human Resources Division On-line Civil Service Exam Application website: <https://www.csexam.hrd.state.ma.us/hrd> until midnight on November 2, 2009. A confirmation number for each transaction will be issued.

You may also obtain a paper application form, and file it along with the examination-processing fee (or fee waiver form) in person or by mail with HRD. Applications and fee waiver forms may also be available at city and town clerks' offices across the state. If you mail your application, send all correspondence by certified mail with "return receipt requested," if possible. Your application MUST be received in HRD by 5:00 p.m. on November 2, 2009 or be postmarked by midnight on November 2, 2009.

CURRENT MILITARY PERSONNEL: ALL military personnel who, in connection with current service, **CANNOT** be in Massachusetts on November 21, 2009 should contact the Human Resources Division to request a make up examination. To request a make up, you must:

- file an application and processing fee by the last filing date (November 2, 2009);
- request such accommodation in writing, with a copy of your military orders attached; include in your letter either your daytime base phone number or name and phone number of a Massachusetts resident with whom you are in **regular** contact

TESTING ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES: If you need special testing accommodations due to a documented impairment such as a hearing, learning, physical, mental or visual disability, fill in the circle in item #15 of your application, and include a letter detailing what type of accommodation you require at the exam site. *You must also include a letter of support from a qualified professional.* Without such a letter, we cannot guarantee that we will be able to grant your accommodation. This information is sought only to provide reasonable accommodation on the day of the examination and will not be used for any other purposes.

EXAMINATION FEE: All paper applications must be accompanied by a money order, bank check, or by a completed fee waiver form. The examination-processing fee is **\$100**. Payment by money order or bank check should be made payable to the Commonwealth of Massachusetts. Please print your name, address, social security number, and the examination announcement number 4665 on the front of the money order or bank check. Payments by Master Card and VISA are also accepted when applying via the web site or in person. NO CASH OR PERSONAL CHECKS. There will be **NO REFUNDS** of the examination-processing fee unless the examination is cancelled by HRD.

FEE WAIVER: The examination-processing fee may be waived for applicants receiving certain forms of state or federal public assistance, unemployment insurance, or workers' compensation. If you are claiming a fee waiver, you must file a paper application and fill in item #16. Fee waiver forms are available from and must be filed with the Massachusetts Human Resources Division (see address below). Waiver forms must be accompanied by proof of eligibility, for the subject time period, in the form of signed and dated receipts, check stubs and/or other documentation from the agency providing the assistance.

VETERANS' PREFERENCE

DEFINITION OF A MASSACHUSETTS VETERAN M.G.L. Chapter 4, Section 7, Clause 43 as amended by the Acts of 2004 Effective August 30, 2004: To be a "veteran" under Massachusetts law, a person is required to have either 180 days of regular active duty service and a last discharge or release under honorable conditions **OR** 90 days of active duty service, one (1) day of which is during "wartime" and a last discharge or release under honorable conditions. [A chart defining "wartime" service is available on-line.](#)

VETERANS' PREFERENCE: If you are claiming veterans' preference and if your eligibility for veterans' preference has not been approved before by HRD, you must submit a copy of the member 4 version of your DD Form 214 (Release From Active Duty) in order to receive proper credit. Your notice to appear for the examination will indicate whether or not you are already classified as a veteran. Qualifying service must have been in the Army, Navy, Marine Corps, Coast Guard, or Air Force of the United States. Please note that active duty exclusively for training in the National Guard or Reserves does **NOT** qualify you for veterans' preference. National Guard Members or Reservists must have 180 days and have been activated under Title 10 of the U.S. Code - OR- if activated under Title 10 or Title 32 of the U.S. Code or Massachusetts General Laws, chapter 33, sections 38, 40, and 41, must have 90 days, at least one of which was during wartime. The Members' last discharge or release must be under honorable conditions.

Those who otherwise qualify for veterans' preference, but are still in military service may, as of July 1, 1998, claim such credit by supplying proof, on official letterhead with appropriate signature, of their military service to date, including the dates of active duty, current assignment, and estimated time of separation. The individual must provide official documentation of honorable discharge at the time of appointment. [See MGL, Chapter 31, Section 3, Clause (f)].

Disabled Veteran Status: Claims for status as a disabled veteran require written confirmation from the US Veterans Administration of a continuing service-incurred disability rated not less than 10% based on wartime service.

You may provide all veteran related documentation for verification at the time of examination or by submitting it to the address below.

FOR MORE INFORMATION

Information about this examination can be obtained on the Internet at <http://www.mass.gov/hrd> or by contacting the Human Resources Division Monday through Friday, 1 Ashburton Place, Room 301, Boston, MA, 02108, 8:45 a.m. - 5:00 p.m., except holidays, during these hours at the following numbers:

In the Boston area: (617) 878-9895
TTY Number: (617) 878-9762
Exam Info Hotline (617) 878-9895

Outside the Boston area: (toll free) 1-800-392-6178
FAX Number: (617) 727-0399

Recorded information regarding this examination and other upcoming open competitive examinations is available at any time by calling (617) 878-9895.